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Disputes and conflict.

Recognising and addressing the conflict points underlying disputes.

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ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Whadjuk Noongar people as the Traditional Custodians of the lands and waters where I am presenting from today. I pay my respects to the Elders past, present and emerging, to those who have passed before us and to any members of the Aboriginal and Torres Strait Islander community here today.

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TODAY'S TOPICS

- ▶ Disputes vs conflicts
- ▶ Common causes of conflicts
- ▶ Resolutions



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Disputes vs conflicts

Disputes

'Surface level' presentations that are easily noticed:

"Simone never asks if I want to go for coffee when she asks everyone else."

"I never get a thank you for cleaning up the office kitchen."

"My manager nit-picks everything I do."

"All I do is X service while others in my team get the good clients."

"I told you what to do so why did you do something else."

These are often the 'issue' that someone raises as being the problem, but...

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Disputes vs conflicts

Conflicts

‘Underlying’ emotionally driven turmoil when our core concerns are not met leading to outward behaviours in our interactions (Shapiro and Fisher).

““One can try to leave emotions out, but they are relentlessly there, for better or worse. You cannot avoid emotions any more than you can avoid thoughts.”

- Dr Daniel Shapiro

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Causes of conflicts

Conflict = unmet core concerns

‘Underlying’ emotionally driven turmoil when our core concerns are not met (Shapiro and Fisher). These core concerns have been identified as:

Autonomy (the personal freedom to make decisions for ourselves).

Feeling **appreciated** (or having our actions acknowledged).

Affiliation (being treated as a colleague).

Status (feeling that others respect our standing).

Having roles and activities that are **fulfilling**.

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Identify the conflict

Looking at the core concern under the dispute

"People don't ask if I want to go for coffee when they asks everyone else."

Affiliation (being treated as a colleague).

"I never get a thank you for cleaning up the office kitchen."

Feeling **appreciated** (or having our actions acknowledges).

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Identify the conflict

Looking at the core concern under the dispute

"My manager nit-picks everything I do."

Autonomy (the personal freedom to make decisions for ourselves).

"All I do is X service while others in my team get the good clients."

Having roles and activities that are **fulfilling**.

"I told you what to do so why did you do something else."

Status (feeling that others respect our standing).

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Resolving the conflict

“Why don’t people just sort out their conflicts?”

“...almost universally people approach conflict as adversaries: ‘me versus you.’ This triggers a colourful set of stubborn emotions, which makes digging oneself out of that conflict very difficult.”

- Dan Shapiro.

Having our underlying core concerns breached brings up fear and anger. Fear and anger are the emotional responses underlying STRESS.

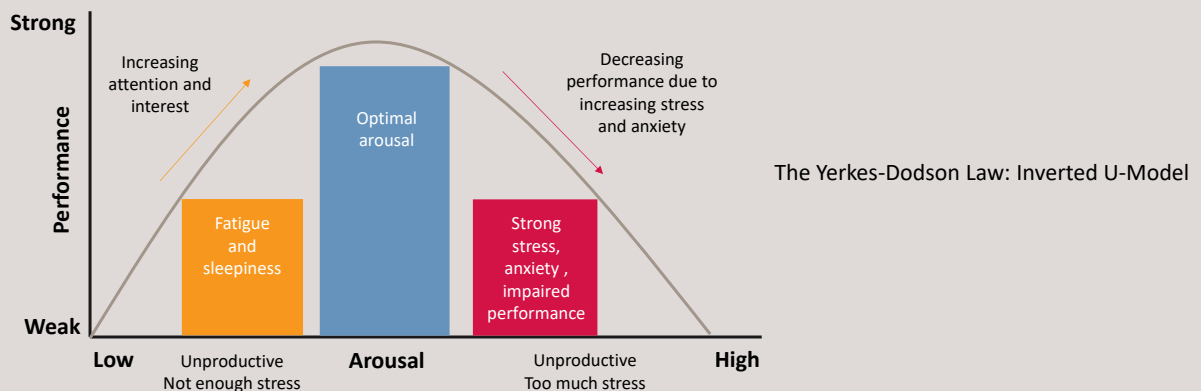
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Resolving the conflict

“Why don’t people just sort out their conflicts?”



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Resolving the conflict

“Why don’t people just sort out their conflicts?”

Stress brings up the fight and flight response, and people narrow their focus to zero in on the ‘threat’ – which is the things that are not working.

So instead of creating cooperative relationships, the threat of conflict leads to repeated disputes as people are unable to mentalize – that is see things from an objective emotional and cognitive view of self and other.

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Conflict resolution supports

Grow mentalizing, not grow your ‘army’.

- ▶ Management.
- ▶ Co-workers (however do not turn this into recruiting sides).
- ▶ Mediation.

- ▶ Family & partners – may be able to offer objective insight.
- ▶ EAP providers – more equipped in organisationally focused psychology.
- ▶ Social supports & group activities – may be able to offer objective insight.

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SEEKING PSYCHOLOGICAL ASSISTANCE

HIGH RISK: GP or ED	Arrange a General Practitioner appointment immediately. Visit the Emergency Department (is an ambulance needed?)
MODERATE OR LOW RISK:	<ul style="list-style-type: none">• Private psychologists (inc. via GP + MHCP)• Headspace (up to 25yo)• Employee Assistance Program• Other providers

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QUESTIONS?

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